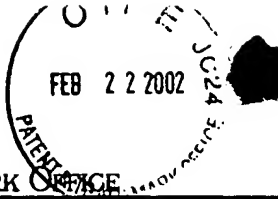




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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
10/015,266	12/12/2001	Michael Wayne Brown	AUS290010825US1

CONFIRMATION NO. 1753

FORMALITIES LETTER



OC000000007318820

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Austin, TX 78758

Date Mailed: 01/16/2002

NOTICE TO FILE CORRECTED APPLICATION PAPERS

Filing Date Granted

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - Drawings must be reasonably free from erasures and must be free from alterations, overwritings, interlineations, folds, and copy marks.

*A copy of this notice **MUST** be returned with the reply.*

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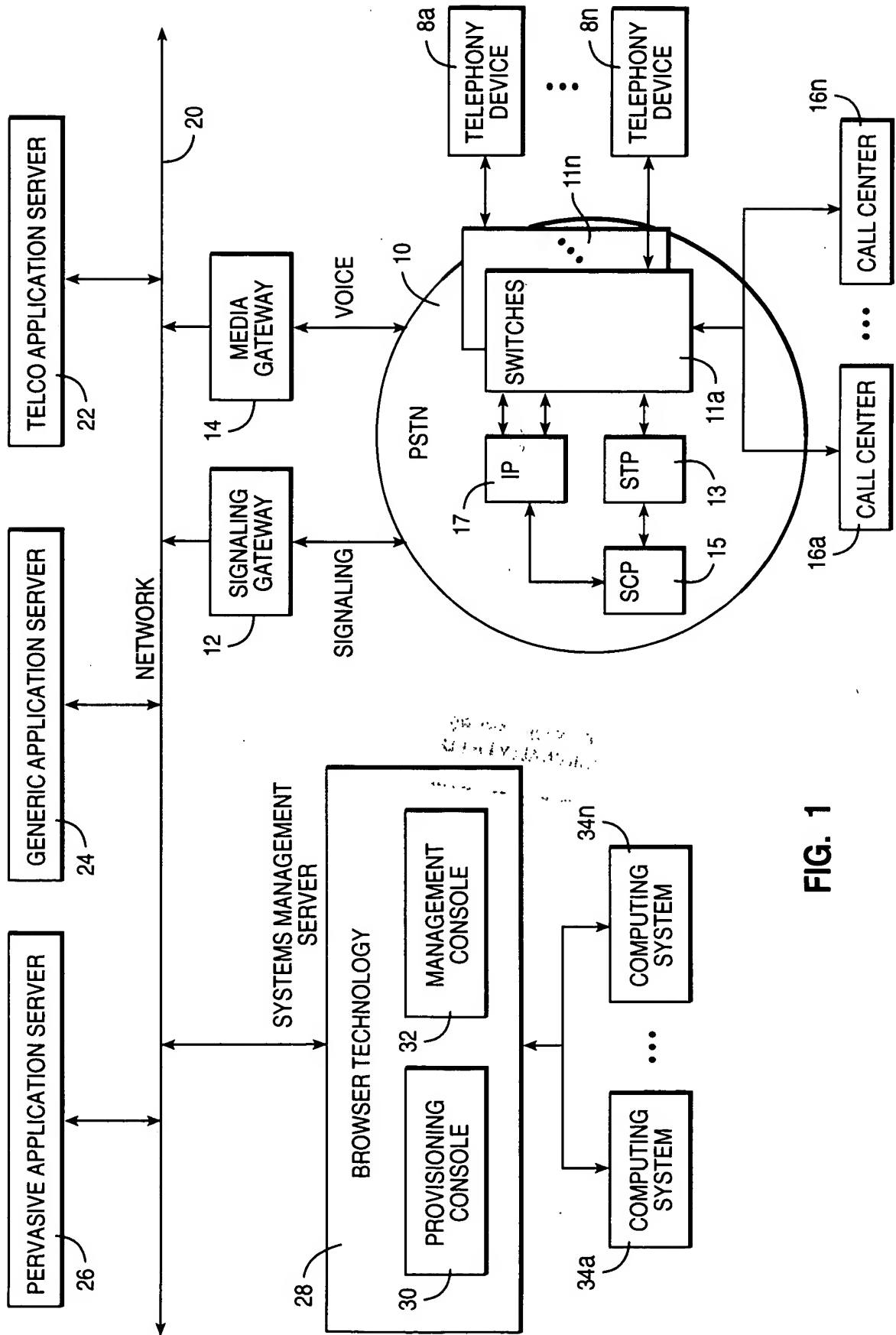
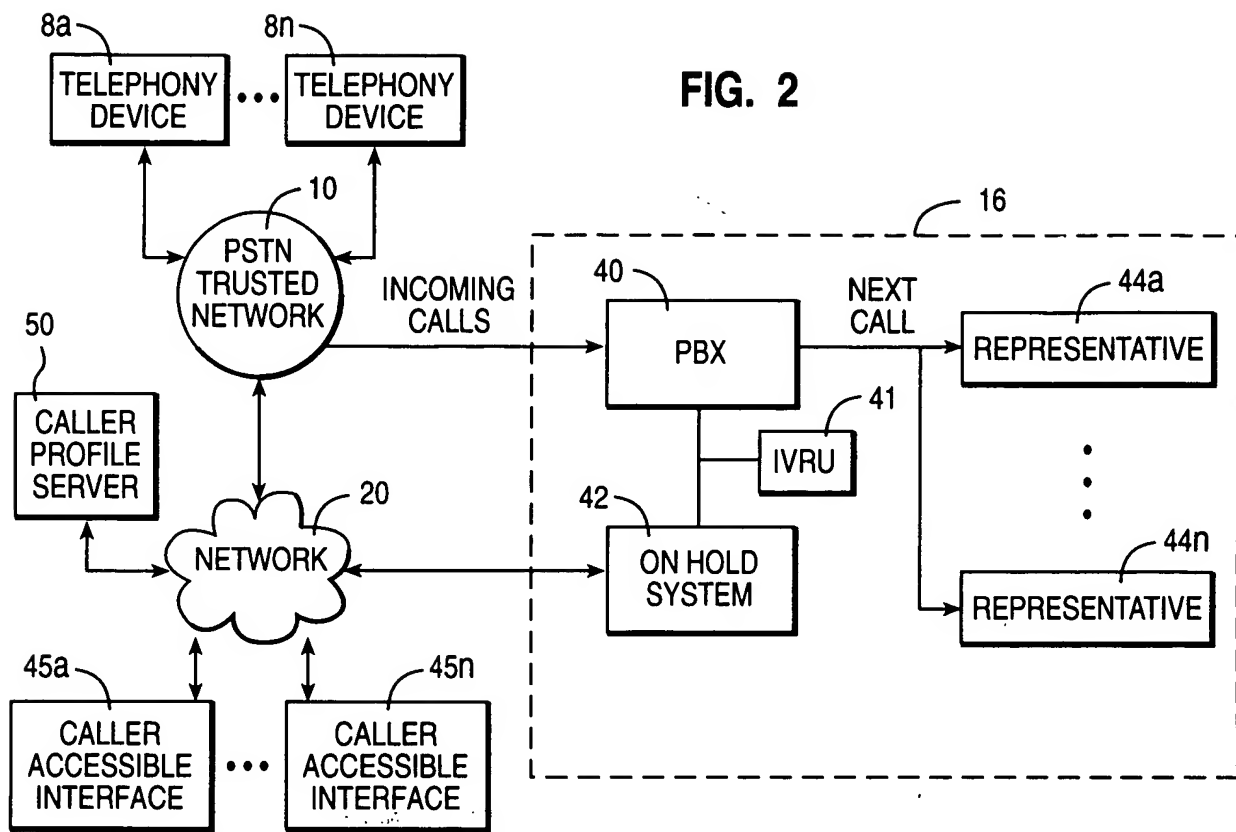


FIG. 1



HOLD QUEUE INFORMATION PUBLICATION - VID

POSITION /EST	CALL DURATION	TIME WITH REP	REP/AV TIME	SUBJECT	AVERAGE TIME/REP/SUBJECT	ON HOLD ACTIVITY
*1.5X	71 MINS	1 MINS	JOE DUCK/6 MIN	UNKNOWN	5 /-/-	*
*1.2X	90 MINS	20 MINS	JAME DUCK/5 MIN	PRINTER ISSUE	30/40/35	*
*1.5X	75 MINS	5 MINS	TOM DUCK/10 MIN	PRINTER ISSUE	10/-/20	*
*1.3X	70 MINS	1 MIN	JOHN DUCK/8 MIN	MODEM ISSUE	8/5/-	*
1/2X	69 MINS	0 MINS	*	MOUSE ISSUE	5/-/-	EXPERT/25%
2/3X	65 MINS	0 MINS	*	OTHER	12/-/-	SURVEY/2 POS
25/1.2X	12 MINS	0 MINS	*	MONITOR ISSUE	5/-/10	MESSAGES

UPDATE SUBJECT ESTIMATED TIME REMAINING: _____

FIG. 5

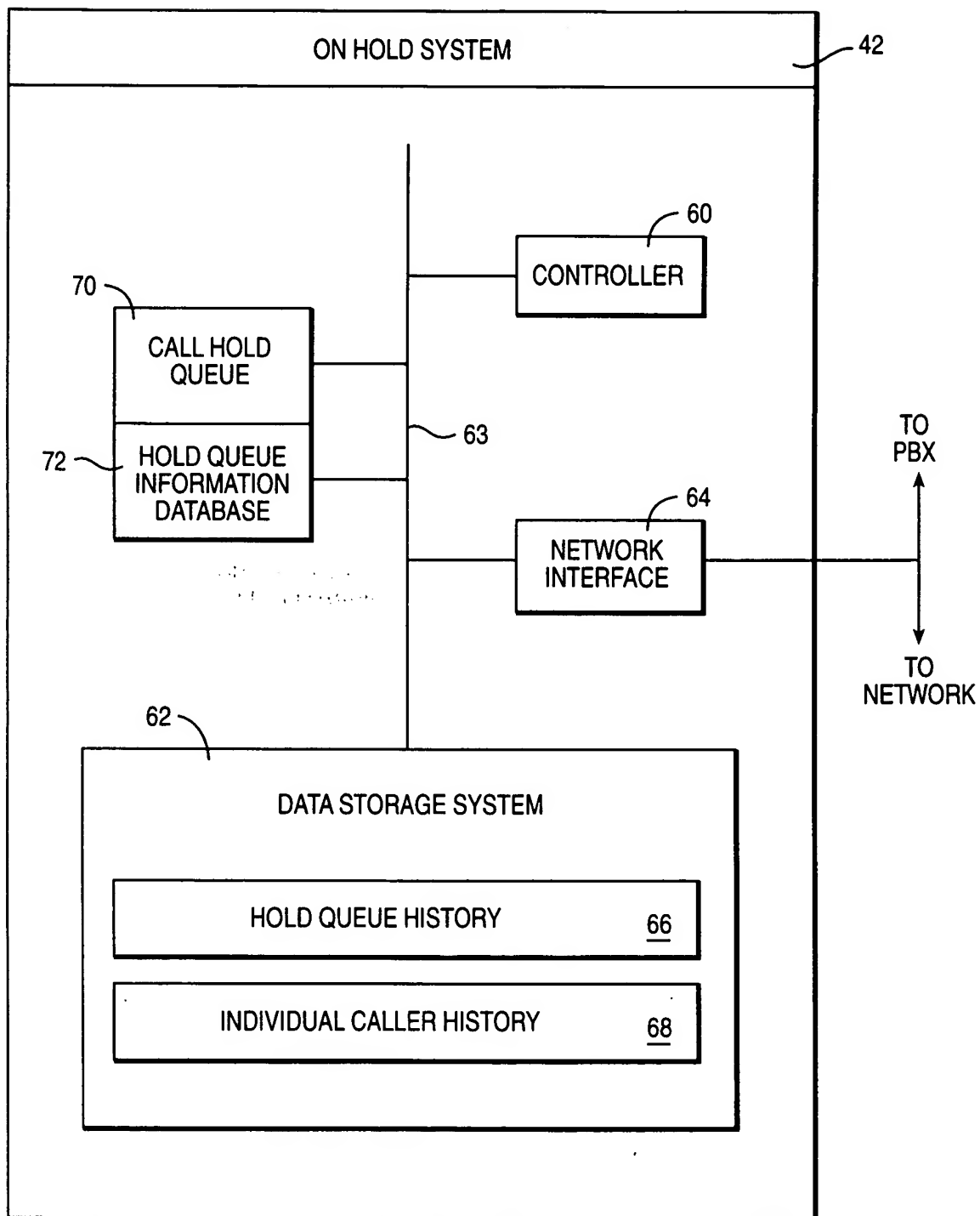


FIG. 3

HOLD QUEUE INFORMATION MENU TRANSCRIPT

80

XYZ SERVICE

TO RECEIVE PUBLICATION OF HOLD QUEUE INFORMATION: PRESS OR ENTER 1

FOR VOICE OUTPUT TO CALLING DEVICE : PRESS OR ENTER 1

FOR TEXT OR GRAPHIC OUTPUT TO CALLING DEVICE : PRESS OR ENTER 2

CURRENT PEOPLE ON HOLD : 40

AVERAGE TIME IN HOLD QUEUE TODAY : 70 MINS

CONSULTANTS ON DUTY : 5

CALL DURATION : 12 MINS

YOUR POSITION : 25

YOUR ESTIMATED WAIT TIME : 125 MINS

TIME LEFT TO CLOSE OF BUSINESS : 240 MINS

YOUR TRACKING NUMBER IS : 12930

YOUR TOTAL TIME ON HOLD : 5 MINS

ON-LINE WEB SITE : WWW.XYZSERVICE.COM

PRESS 8 FOR MORE OPTIONS

FOR WEB ACCESS : PRESS OR ENTER 3

ON-LINE WEB SITE : WWW.XYZSERVICE.COM

FOR EMAIL : PRESS OR ENTER 4

FOR INSTANT MESSAGING : PRESS OR ENTER 5

TO LOG THE SUBJECT MATTER OF YOUR CALL : PRESS OR ENTER 2

SELECT FROM ONE OF THE FOLLOWING SUBJECTS

PRINTER ISSUE : PRESS OR ENTER 1

MODEM ISSUE : PRESS OR ENTER 2

MOUSE ISSUE : PRESS OR ENTER 3

MONITOR ISSUE : PRESS OR ENTER 4

OTHER HARDWARE ISSUE : PRESS OR ENTER 5

UNIDENTIFIED ISSUE : PRESS OR ENTER 6

FIG. 4

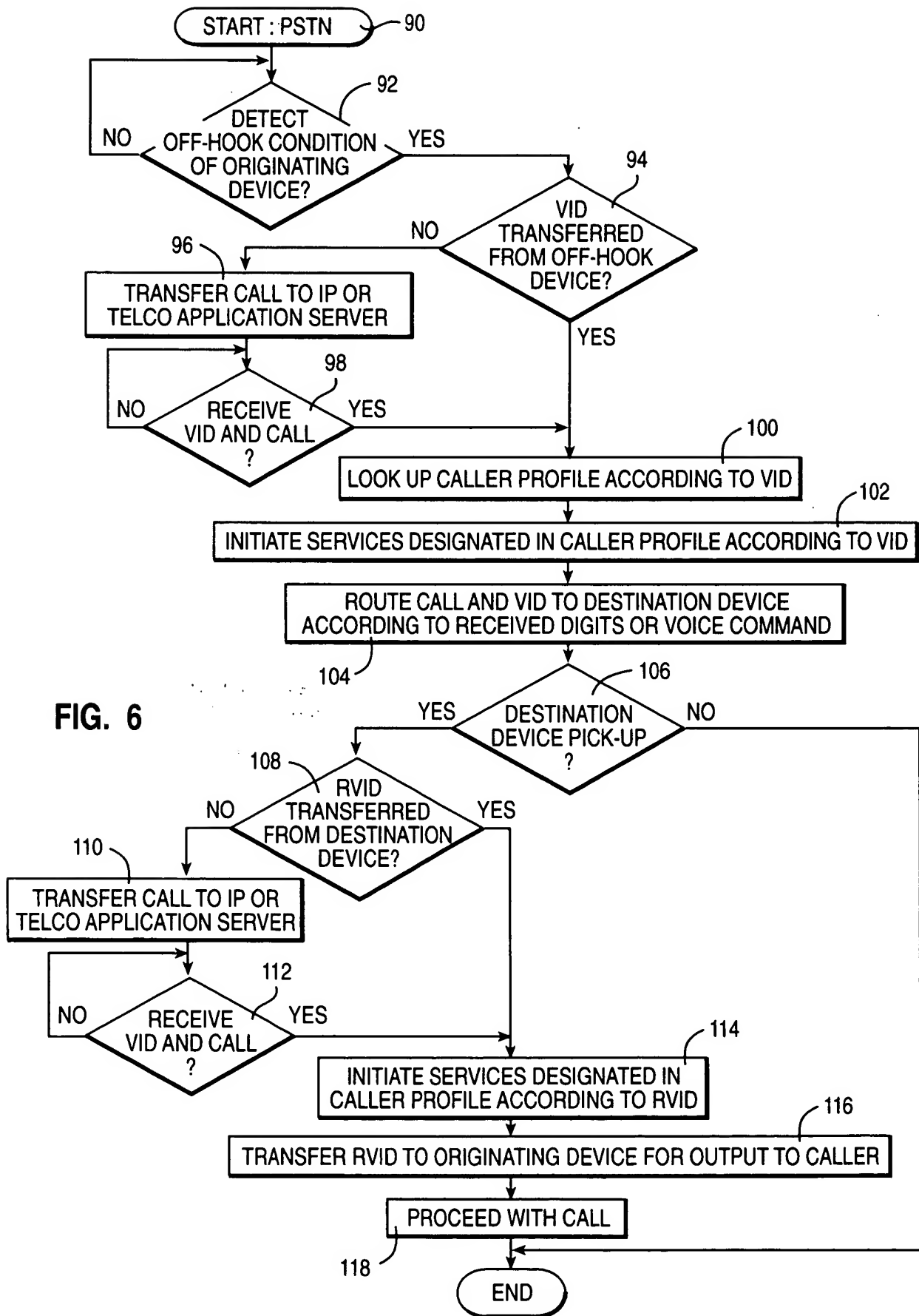


FIG. 6

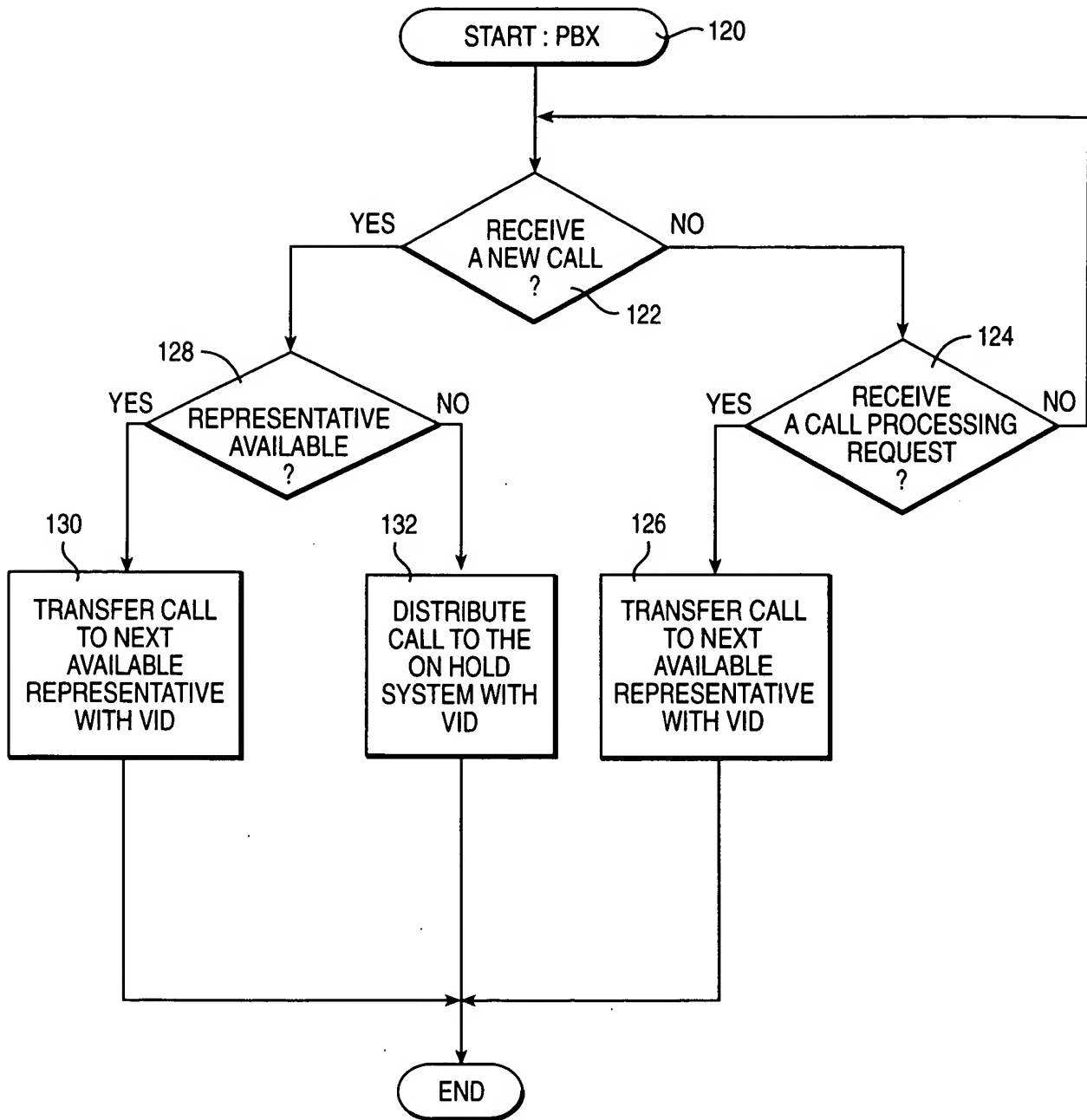


FIG. 7

FIG. 8

